Modem

BLASTER™

v.92 PCI

CREATIVE®

CREATIVE LABS, INC.

Creative Modem Blaster
V.92 PCI DI5631

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Introduction

Before You Begin

This section provides information you should know about before using this manual.

❑ Recording Model and Serial Numbers

❑ Checking System Requirements

❑ Document Conventions

Recording Model and Serial Numbers

Your modem card has a model number and a serial number. After removing the modem card from its packaging, write down its model and serial numbers for future reference. You will need to quote these numbers when contacting our Technical Support office.

Checking System Requirements

- Some supplied software will run only in Windows 95/98/98SE. Refer to the readme file in the Installation CD for more information.
- Modem Blaster must be connected to an analog telephone line, also called a POTS (Plain Old Telephone Service) line.

The following are the minimum system requirements:

❑ Available PCI 2.1 Slot

❑ 133 MHz Pentium® or faster IBM® compatible PC

❑ 25 MB of free hard disk space

❑ 16 MB RAM on motherboard (32 MB recommended)

❑ Microsoft® Windows® 95, Windows 98, Windows 98 Second Edition (SE), Windows 2000, Windows NT 4.0, Windows Millennium Edition (Me) or Windows XP

❑ CD-ROM drive for modem and communication software installation

❑ An audio card for video conferencing

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	The alarm clock designates a caution or warning that can help you avoid situations involving risk.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

About Your Modem

This chapter helps you locate and identify the components of your modem card.

Jacks

Jacks are one-hole connecting interfaces on your modem card. They allow you to attach other devices to your card. Jacks are found exclusively on the rear panel of your modem card.

Place the modem card in front of you as you go through this chapter. This will help you identify the various components found on your modem card.

Rear panel

Telephone Line jack
This allows you to connect to a telephone line for data transmission and faxing of documents.

Phone jack
This allows you to connect a phone set to the card. This jack differs across countries.

Mic jack
This allows you to connect your modem to an external microphone (only for models that support voice and speakerphone features).

Speaker jack
This allows you to connect your modem to external speakers (only for models that support voice and speakerphone features).

Figure 1-1:   The jacks on your modem card.

Connectors and Settings

The TAD connector on your modem card can be seen in Figure 1-2.

TAD
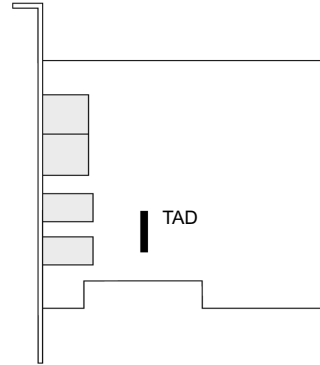
Figure 1-2:   TAD connector on your modem card.

TAD (Telephone Answering Device) Connector

Many audio cards support a TAD connection from the modem card to the audio card. If your audio card supports this feature, you can connect the supplied 4-pin cable from the TAD connector on your modem card to your audio card. With the TAD connections enabled, you do not have to connect an extra set of speakers to your modem card to enjoy the sound functions of the modem and audio cards. See "Connecting to Audio Card" on page 2-3.

TAD Pin Definition

The following table shows you the various TAD pin definitions.

Table 1-3:   TAD pin definition table

Pin	Definition	Description	TAD Cable Color
1	Mono In	Modem speaker output to audio card PC speaker output	White
2	GND	Ground	No standard color
3	GND	Ground	Black
4	Mic Out	Microphone output from audio card to modem	Red

Setting Up Your Modem

2

This chapter guides you through the process of installing your modem. It is organized as follows:

❑ Installing the Modem
❑ Notes on Telephone Lines
❑ Connecting to Audio Card

Installing the Modem

To use the TAD connector on your modem card, go to the section "Connecting to Audio Card" on page 2-3.

1. Turn off your system and all peripheral devices. Unplug the power cord from the wall outlet.
2. Touch a metal plate on your system to ground yourself and to discharge any static electricity.
3. Remove the cover from your system.
4. Find a free PCI slot in your system.
5. Remove the metal plate from the slot you have chosen. Retain the screw and put the removed blank plate aside.
6. Align the modem card with the unused PCI slot and press the card gently but firmly into the free slot.
   Be sure that the modem card is pressed in as far as it will go and is sitting firmly inside the PCI slot.
7. Secure the card to the slot with the screw you removed earlier, and then replace the cover of your computer.

Notes on Telephone Lines

Before using the modem, you need to connect your telephone line and telephone to the modem card. To ensure that the modem works properly, know that:

❑ Your modem cannot be used on "party lines", nor can it be used on toll or coin-operated lines.
Contact your local telephone company for help if you are not sure about the suitability of your telephone line.

❑ This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses.
Either obtain an analog line or an analog converter compatible with the telephone line you are using.

Connecting the Telephone Line and Telephone to your Modem

1. Locate the most convenient telephone wall outlet.
2. If a phone is already connected to it, unplug the telephone cable from the wall outlet.

3. Connect the telephone cable from the telephone to the Phone jack of the modem.

4. Connect one end of the telephone cable (provided) to the wall outlet and the other end to the Telephone Line jack of the modem.
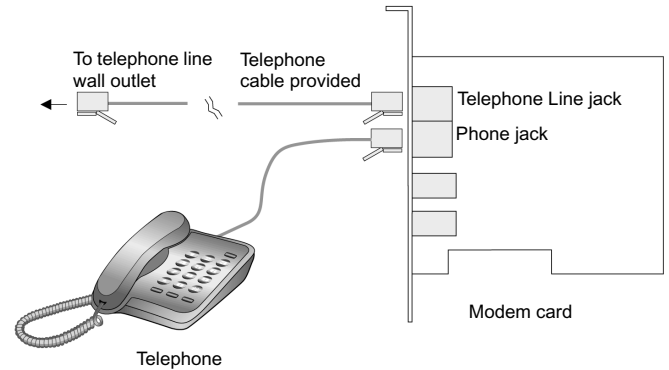
Figure 2-1: Connecting the telephone line and telephone to your modem.

Connecting to Audio Card

You can connect your modem card to your audio card using the supplied 4-pin cable. With the TAD connection enabled, you can enjoy the audio functions of both cards without connecting an extra set of speakers.

Correct TAD Cable Orientation

The 4-pin TAD connector may look like ⊤ or ▯ on your audio card.

When connecting the supplied 4-pin cable, be sure that the cable heads are properly oriented in relation to the TAD connectors on the modem and audio cards, as shown in Figure 2-2.
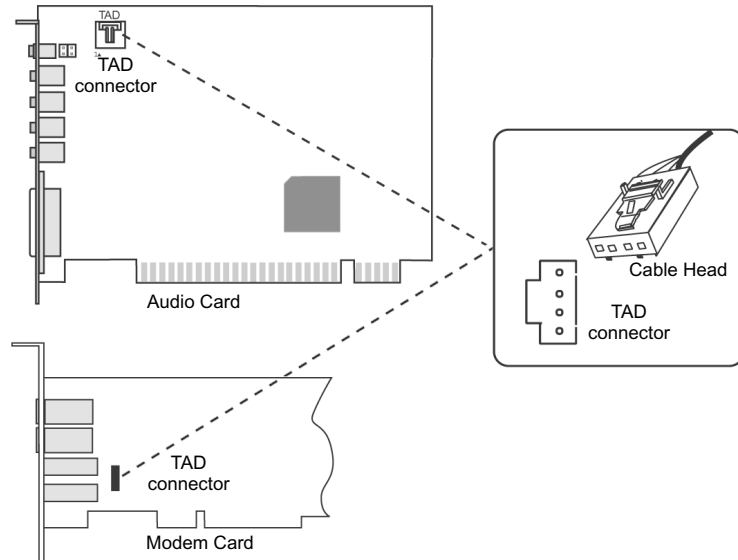
Figure 2-2: Correct TAD cable orientation.

3

Installing and Testing Modem Drivers

This chapter is organized as follows:

❑ Installing Modem Drivers in Windows 95

❑ Testing Modem Drivers in Windows 95

❑ Installing Modem Drivers in Windows 98/98 SE

❑ Testing Modem Drivers in Windows 98/98SE

❑ Installing Modem Drivers in Windows NT 4.0

❑ Testing Modem Drivers in Windows NT 4.0

❑ Installing Modem Drivers in Windows 2000

❑ Testing Modem Drivers in Windows 2000

❑ Installing Modem Drivers in Windows Me

❑ Testing Modem Drivers in Windows Me

❑ Installing Modem Drivers in Windows XP

❑ Testing Modem Drivers in Windows XP

Installing Modem Drivers in Windows 95

1. Turn on your computer to allow the operating system to detect the modem.

2. When the dialog box similar to Figure 3-1 appears, insert the Installation CD into your CD-ROM drive and then click the **Next** button.

Figure 3-1

3. When the dialog box similar to Figure 3-2 appears, click the **Other Locations** button.

Figure 3-2

4. When the dialog box similar to Figure 3-3 appears, click the **Browse** button and locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive).

5. Click the **OK** button.

Figure 3-3

6. When the dialog box similar to Figure 3-4 appears, click the **Finish** button.

Figure 3-4

7. When the dialog box similar to Figure 3-5 appears, click the **OK** button.

Figure   3-5

8. When the dialog box similar to Figure 3-6 appears, click the **Browse** button and locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive).
9. Click the **OK** button to complete the installation.

Figure   3-6

Testing Modem Drivers in Windows 95

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-7 appears.
3. Click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.

   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Conflicts in Windows 95/98/98 SE/Me" on page B-6).
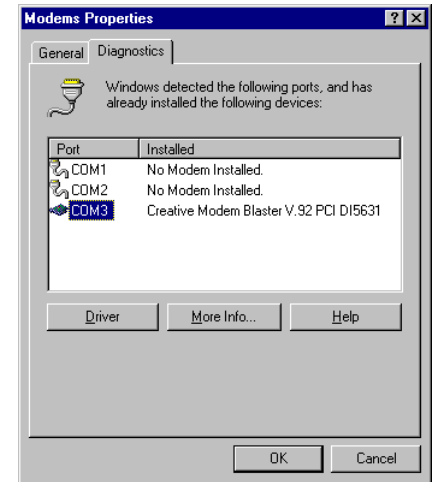
Figure 3-7

Installing Modem Drivers in Windows 98/98 SE

1. Turn on your computer to allow the operating system to detect the modem.
2. When the dialog box similar to Figure 3-8 appears, insert the Installation CD into your CD-ROM drive and then click the **Cancel** button.
3. Click **Start** -> **Run**.
4. Click the **Browse** button and locate the setup file in **E:\Drivers\Win98\HXFSetup.exe** (where E: represents your CD-ROM drive).
5. Click the **OK** button to complete the installation.

Figure   3-8

Testing Modem Drivers in Windows 98/98SE

1. Click **Start** -> **Settings** -> **Control Panel**. .
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-9 appears.
3. Click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.

   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Conflicts in Windows 95/98/98 SE/Me" on page B-6).

Figure   3-9

Installing Modem Drivers in Windows NT 4.0

1. Turn on your computer system.
2. Insert the Installation CD into the CD-ROM drive.
3. Start Windows Explorer and locate the driver files in **E:\Drivers\WinNT** (where E: represents your CD-ROM drive).
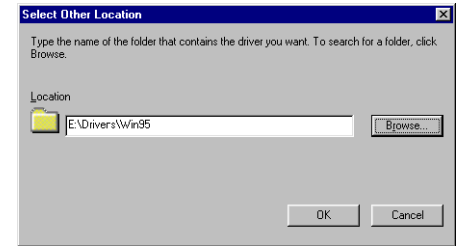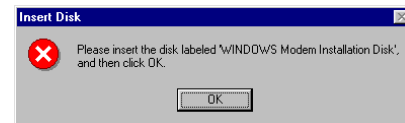4. Double-click the **setup.exe** file.
5. When the dialog box similar to Figure 3-10 appears, click the **Next** button.
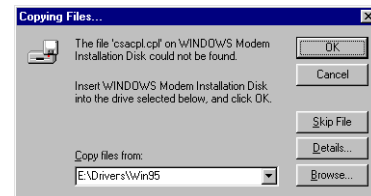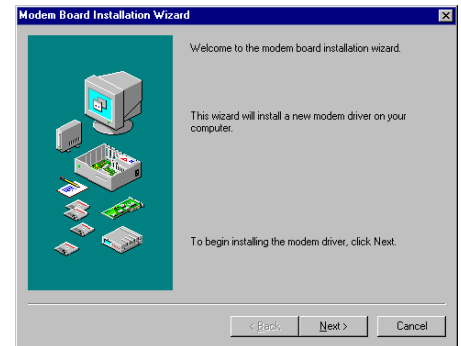

Figure   3-10

6. When the dialog box similar to Figure 3-11 appears, click the **Next** button.
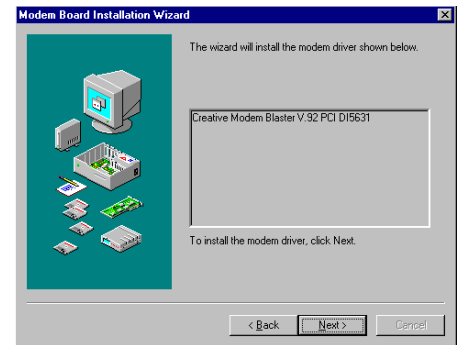
Figure   3-11

7. When the dialog box similar to Figure 3-12 appears, click the **Finish** button to complete the installation.
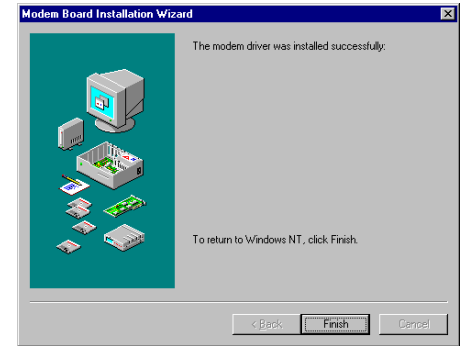
Figure   3-12

Testing Modem Drivers in Windows NT 4.0

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-13 appears.
3. If **Creative Modem Blaster V.92 PCI DI5631** is listed, the installation is successful.
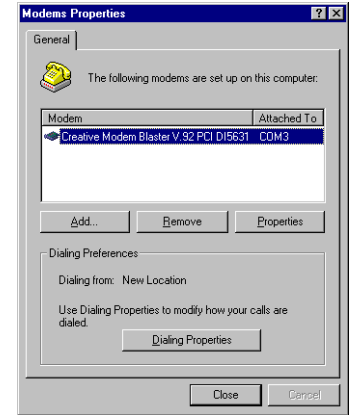
Figure   3-13

Installing Modem Drivers in Windows 2000

1. Turn on your computer to allow the operating system to detect the modem.

2. When the **Found New Hardware Wizard** dialog box similar to Figure 3-14 appears, insert the Installation CD into your CD-ROM drive and click the **Cancel** button.

3. Click **Start** -> **Run**.

4. Click the **Browse** button to locate the setup file in **E:\Drivers\Win2K\HXFSetup.exe** (where E: represents your CD-ROM Drive), and then click the **OK** button.

5. When the dialog box similar to Figure 3-15 appears, click the **Yes** button.

Figure   3-14

Figure   3-15

6. When the dialog box similar to Figure 3-16 appears, click the **Yes** button to complete the installation.
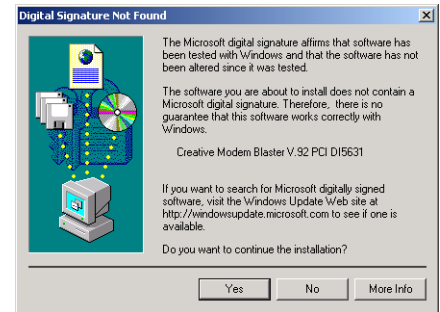
Figure 3-16

Testing Modem Drivers in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon. The **Phone and Modems Options** dialog box appears.
3. Click the **Modem** tab.
4. Select **Creative Modem Blaster V.92 PCI DI5631**, and then click the **Properties** button.
5. In the **Creative Modem Blaster V.92 PCI DI5631 Properties** dialog box similar to Figure 3-17, click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.

   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings of your modem (see "Resolving Conflicts in Windows 2000/XP" on page B-7).
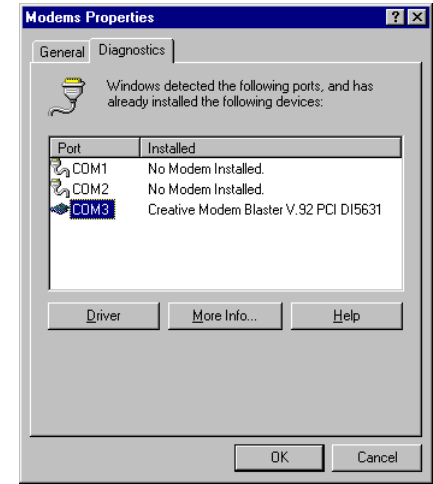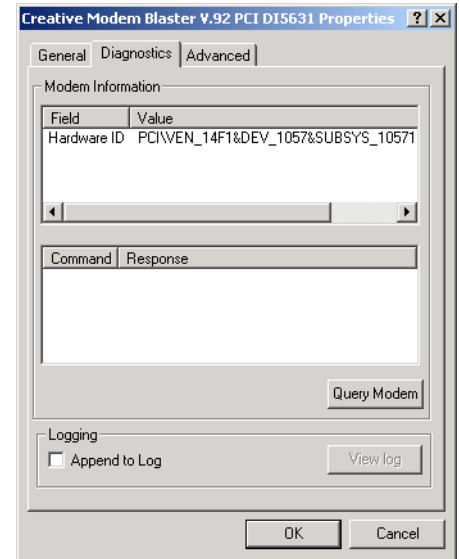

Figure   3-17

Installing Modem Drivers in Windows Me

1. Turn on your computer to allow the operating system to detect the modem.
2. Insert the Installation CD into your CD-ROM drive
3. When the **Add New Hardware Wizard** dialog box similar to Figure 3-18 appears, click the **Cancel** button.
4. Click **Start** -> **Run**.
5. Click the **Browse** button to locate the setup file in **E:\Drivers\WinMe\HXFSetup.exe** (where E: represents your CD-ROM drive).
6. Click the **OK** button to complete the installation.

Figure 3-18

Testing Modem Drivers in Windows Me

1. Click **Start** -> **Settings** -> **Control Pane**l.
2. Double-click the **Modems** icon
3. When the **Modems Properties** dialog box similar to Figure 3-19 appears, click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.

   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Conflicts in Windows 95/98/98 SE/Me" on page B-6).

Figure   3-19

Installing Modem Drivers in Windows XP

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to Figure 3-20 appears. You may see this message when installing this driver. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver on Windows XP, and it does not impair or destablize your computer.
For more information, refer to "Problems with installing Creative drivers" on page B-8.

1. Turn on your computer to allow the operating system to detect the modem.
2. Click **Start** -> **Run**.
3. Click the **Browse** button to locate the setup file in **E:\Drivers\WinXP\HXFSetup.exe** (where E: represents your CD-ROM Drive), and then click the **OK** button.
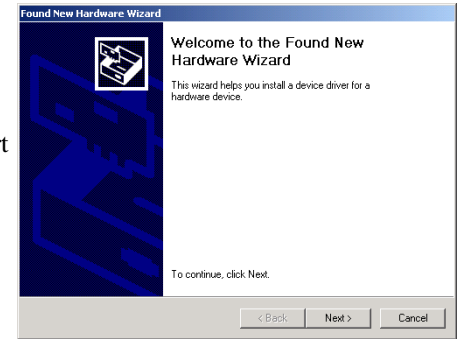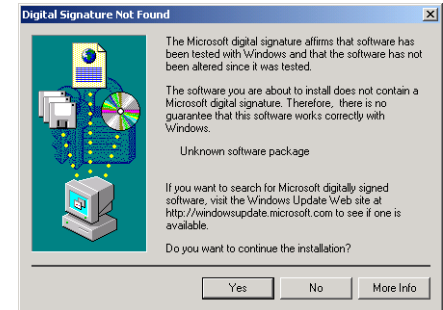4. When the dialog box similar to Figure 3-20 appears, click the **Continue Anyway** button.

5. When the dialog box similar to Figure 3-21 appears, click the **Install from a list or specific location (Advanced)** option, and then click the **Next** button.
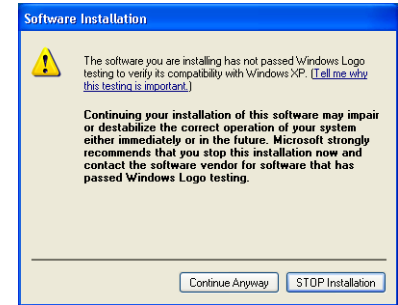
Figure   3-20
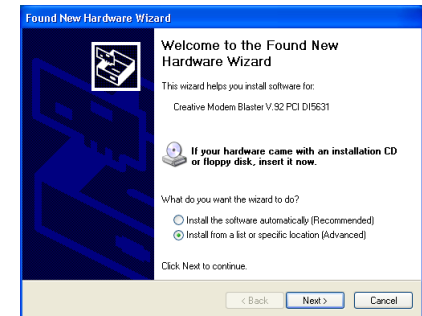
Figure   3-21

6. When the dialog box similar to Figure 3-22 appears, click the **Don't search. I will choose the driver to install** option, and then click the **Next** button.
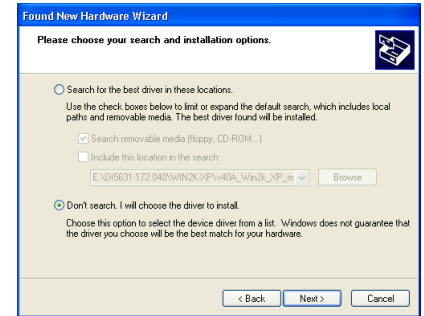
Figure 3-22

7. When the dialog box similar to Figure 3-23 appears, click the **Show compatible hardware** option.
8. In the **Models** box, click **Creative Modem Blaster V.92 PCI DI5631**, and then click the **Next** button.

Figure 3-23

9. When the dialog box similar to Figure 3-24 appears, click the **Continue Anyway** button.
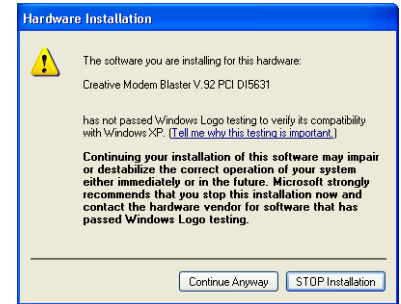
Figure 3-24

10. When the dialog box similar to Figure 3-25 appears, click the **Finish** button to complete the installation.

Figure 3-25

Testing Modem Drivers in Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon. The **Phone and Modems Options** dialog box appears.
3. Click the **Modem** tab.
4. Select your **Creative Modem Blaster V.92 PCI DI5631**, and then click the **Properties** button.
5. In the **Creative Modem Blaster V.92 PCI DI5631 Properties** dialog box similar to Figure 3-26, click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.

   If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings of your modem (see "Resolving Conflicts in Windows 2000/XP" on page B-7).
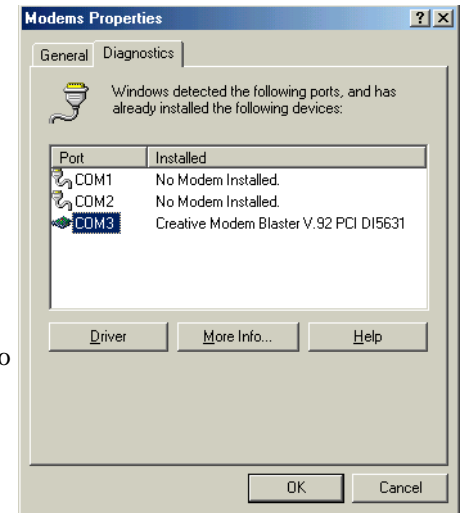

Figure   3-26

4
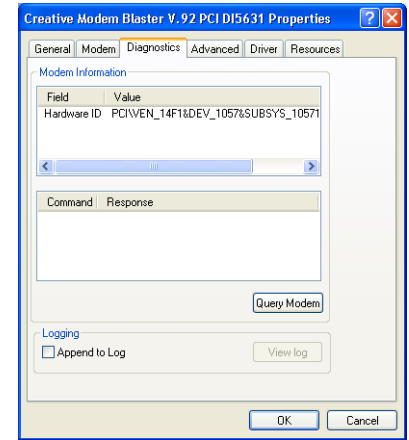
Uninstalling Modem Drivers

This chapter is organized as follows:

❑ Uninstalling Modem Drivers in Windows 95

❑ Uninstalling Modem Drivers in Windows 98/98SE

❑ Uninstalling Modem Drivers in Windows NT 4.0

❑ Uninstalling the Modem Drivers in Windows 2000

❑ Uninstalling modem Drivers in Windows Me

❑ Uninstalling Modem Drivers in Windows XP

Uninstalling Modem Drivers in Windows 95

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-1 appears.
3. Click the **Install/Uninstall** tab.
4. Click **Creative Modem Blaster V.92 PCI DI5631** from the list, and then click the **Add/Remove** button.
5. When Windows prompts you with **Are you sure you want to remove 'Creative Modem Blaster V.92 PCI DI5631' and all of its components?**, click the **Yes** button.
6. Turn off your computer and remove the modem card from your system.

Figure   4-1

Uninstalling Modem Drivers in Windows 98/98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-2 appears.
3. Click the **Install/Uninstall** tab.
4. Click **Creative Modem Blaster V.92 PCI DI5631** from the list, and then click the **Add/Remove** button.
5. Turn off your computer and remove the modem card from your system
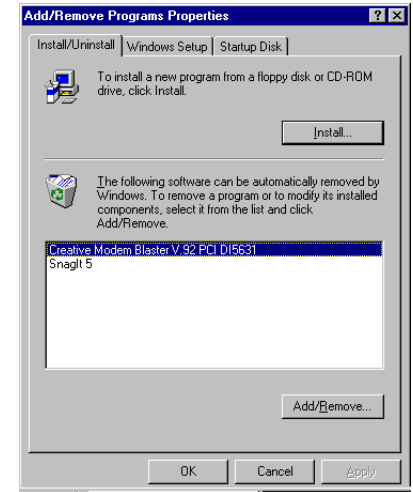
Figure   4-2

Uninstalling Modem Drivers in Windows NT 4.0

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-3 appears.
3. Click the **Install/Uninstall** tab.
4. Select **Creative Modem Blaster V.92 PCI DI5631** from the list, and then click the **Add/Remove** button.
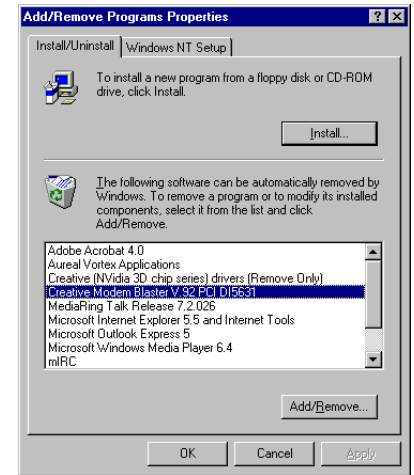
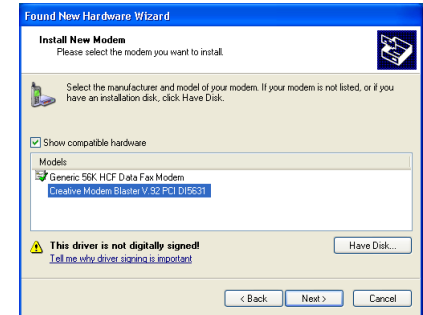*Figure   4-3*

5. When the dialog box similar to Figure 4-4 appears, click the **Next** button.
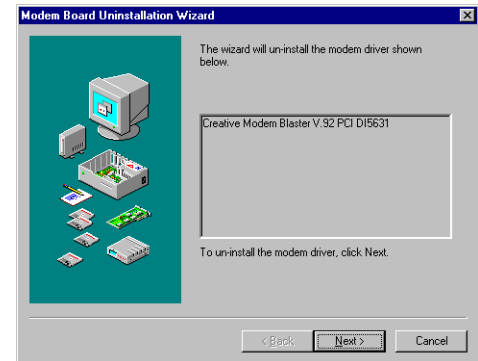
Figure   4-4

6. When the dialog box similar to Figure 4-5 appears, click the **Finish** button.

7. When prompted, restart your computer and remove the modem card from your system.
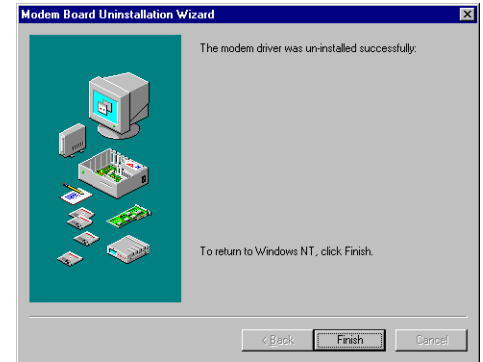
Figure   4-5

Uninstalling the Modem Drivers in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. In the **Add/Remove Programs** dialog box similar to Figure 4-6, click **Creative Modem Blaster V.92 PCI DI5631**, and then click the **Change/Remove** button to complete the installation.
4. Turn off your computer and remove the modem card from your system.
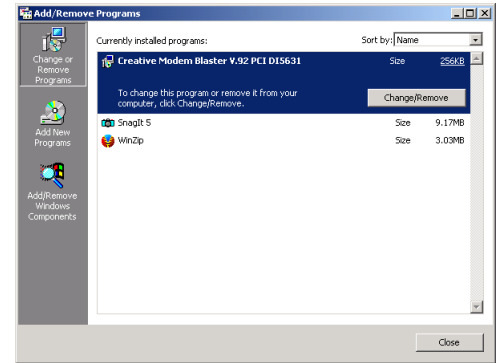
Figure 4-6

Uninstalling Modem Drivers in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-7 appears.
3. Click the **Install/Uninstall** tab.
4. Click **Creative Modem Blaster V.92 PCI DI5631** from the list, and then click the **Add/Remove** button.
5. Turn off your computer and remove the modem card from your system.
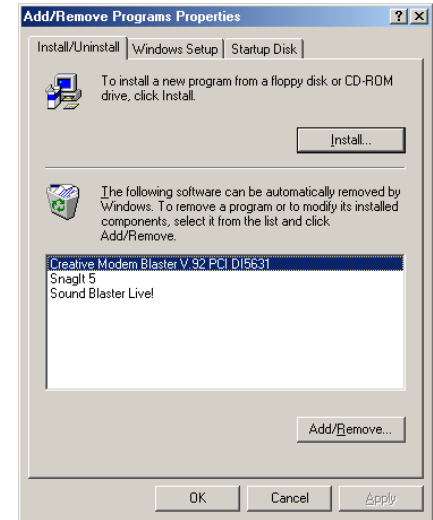
Figure   4-7
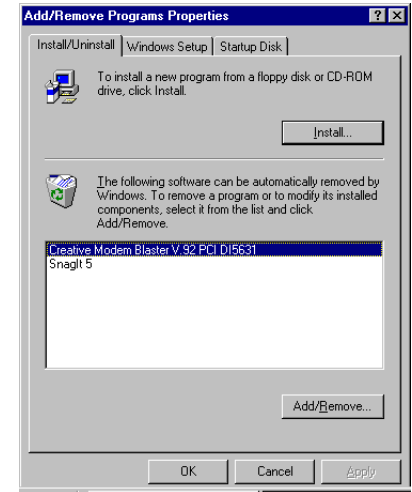
Uninstalling Modem Drivers in Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **Add/Remove Programs** icon.
3. In the **Add/Remove Programs** dialog box similar to Figure 4-8, click **Creative Modem Blaster V.92 PCI DI5631**, and then click the **Change/Remove** button.
4. Turn off your computer and remove the modem card from your system.

Figure   4-8

5
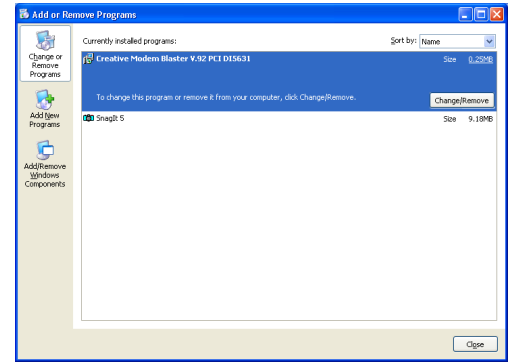
Modem Features

Modem Blaster allows you to fax documents, transfer data and access online information easily from your computer. Some features of your Modem Blaster are:

Plug and Play

This feature allows you to install your Modem Blaster easily, as the device is automatically configured.

Faxes

You can use your Modem Blaster to send and receive fax documents. You can also configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access

Modem Blaster allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Answering Machine

Modem Blaster functions as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. Modem Blaster even pages you to notify you of new messages!

Caller ID

Modem Blaster displays phone numbers of calling parties if your phone is Caller-ID enabled.

Video Conferencing

Your Modem Blaster comes complete with V.92 standard support, for use with H.32x video conferencing systems.

TAD (Telephone Answering Device)

This feature allows you to connect your Modem Blaster directly to any audio card supporting this feature. This feature, unique to Modem Blaster, allows you to experience high quality audio when surfing the Internet or communicating with others.

QuickConnect

This feature drastically reduces the amount of time it takes to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

Modem-On-Hold

This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider on whether this feature is supported in your area.

PCM Upstream

This feature enhances your Modem Blaster's data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

V.44 Data Compression

Your Modem Blaster incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

A

General Specifications

This appendix lists the general specifications of your modem.

Plug and Play

❑ PCI specification compliant.
❑ Plug and Play resources.

Table A-1: Plug and Play Resource Information.

Dependent functions	Resource Information
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4

Table A-1: Plug and Play Resource Information.

Dependent functions	Resource Information
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features

❑ Integrated data, fax, and voice mail modem.

❑ 56,000/54,000/52,000/50,000/48,000/46,000/44,000/42,000/40,000/38,000/36,000/34,000/
33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/12,000/9,600/7,200/4,800/
2,400/1,200/300 bps data speeds.

❑ Compatibility with the following data modem standards:

• V.92, V.90, V.34, V.FC, V.32bis, V.32, V.23, V.22bis, V.22A/B and V.21; Bell 212A
and 103.

• V.42 LAPM and MNP2-4 error correction.

• V.44, V.42bis and MNP5 data compression.

❑ Compression, line control and error control are implemented in hardware. Therefore, no
special drivers or libraries are needed to take advantage of the higher speeds and data
reliability.

❑ Automatic dial and answer capabilities.

Due to line conditions and FCC
regulations, your data rate may
be lower than that shown on this
page. Current FCC regulations
limit download to 53 Kbps max.

Fax Features	❑ Supports Class 1 fax commands.
	❑ Fax speeds up to 14,400 bps for send and receive.
	❑ Compatibility with the following fax modem transmission standards:

Fax Features

❑ Supports Class 1 fax commands.
❑ Fax speeds up to 14,400 bps for send and receive.
❑ Compatibility with the following fax modem transmission standards:
  • V.17 (14400 bps)
  • V.21 Channel 2 (300 bps)
  • V.27ter (7200 bps)
  • V.29 (9600 bps)

Voice and Speakerphone Features

❑ Record and play voice messages.
❑ Multiple mailboxes using included communications software.
❑ High performance speakerphone.

Video Conferencing Support

❑ Supports V.92 standard to allow high performance video conferencing over standard phone lines and the Internet. Video conferencing standards are H.324 and H.323.

Caller ID

❑ Displays the phone number of a calling party.

Telephone Answering Device (TAD)

❑ Supports a TAD connection from the modem directly to the audio card.

B

Troubleshooting and FAQs

This appendix provides tips and solutions for resolving some of the problems you might encounter with Modem Blaster V.92 PCI DI5631 either during installation or normal use. It also answers some frequently asked questions (FAQs) about Modem Blaster V.92 PCI DI5631.

Problems With Your Modem

The modem fails to accept commands to dial or answer a call.

Cause   There may be an improper telephone line connection.

Solution Make sure the telephone cable is attached to the Telephone Line jack, and that the phone set is connected to the Phone jack on your card.
Also check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

Solution Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

Cause This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

Solution Try moving the telephone line away from any power source, monitor, printer or any computer cable and remove other telephone equipment from the line.

The modem or communications software fails to detect that the remote user has hung up.

Cause The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up. This detection may fail due to one of the following reasons:

❑ Your local telephone system does not generate the dial or busy tone when the remote user hangs up.

❑ The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.

❑ The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

Solution Prompt the user to respond.
This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:

❑ Voice message recording time.

❑ Number of prompts.

❑ Time to wait for a response after prompting.

Poor sound quality when using communications software.

Cause   Some 32-bit sound and communications software require a Unimodem V file. Windows 95 normally installs this file. However, in some installations, the file is missing.

Solution   Follow these steps to install the Unimodem V file:

1. Go to www.modemblaster.com.
2. Locate the **Download Drivers** section.
3. Select your region and operating system.
4. Download the Unimodem V file.
5. Start Windows Explorer.
6. Copy the file **UNIMODV.EXE** to your Windows\System directory.
7. Locate and double-click the file **UNIMODV.EXE** to run it.
8. Restart your computer.

No dial tone when using the modem.

Cause   The IRQ of the modem is either in conflict with another device or is mis-reported in Windows.

Solution   Many chipsets have IRQ routing drivers for Windows. If you have an internal modem, and these drivers do not work or do not exist on your system, changing the slot of the modem card may help.

Frequently Asked Questions

What do I select in AOL (America Online) for Modem Blaster V.92 PCI DI5631?

Solution   AOL 4.0 automatically detects your modem. AOL software will list the modem as 'Hayes Compatible Error Correcting'. This is the setting that will work best for your modem.

What initialization string should I use with AOL software?

Solution   The recommended initialization string is AT&F&C1&D2^M.

Why do I get only a 28.8K connection speed on AOL?

Solution   Be sure that the access number you have selected in AOL is V90/Kflex and not V90/X2. Modem Blaster V.92 PCI DI5631 is a V.90/K56flex capable modem and works best with V90/Kflex access numbers.

Where can I locate the AT Command set for Modem Blaster V.92 PCI DI5631?

Solution   The AT Command set, atcomm.txt, is located in your Installation CD.

What is dual mode and how does it affect my connection speeds to the Internet?

Solution   Dual mode allows you to connect to a V.90 or K56flex-capable Internet service provider without having to change your modem settings or software. This is because Modem Blaster V.92 PCI DI5631 automatically detects which 56K standard to use.

Which 'off the shelf' communication software packages are compatible with Modem Blaster V.92 PCI DI5631?

Solution   Modem Blaster V.92 PCI DI5631 will operate with many of the popular software titles on the shelves today, including WinFax Pro 9.0/Talkworks 2.02 and Communicate Pro. Be sure to check that the software titles you intend to use are Conexant (formerly known as Rockwell) PCI chipset compatible.

*Where can I find the most up-to-date device drivers for Modem Blaster V.92 PCI
DI5631?*

Solution   Follow these steps to install the the latest device drivers:

1. Go to www.modemblaster.com.
2. Locate the **Download Drivers** section.
3. Select your region and operating system.
4. Download the driver file that you want.
5. Start Windows Explorer.
6. Copy the driver file to your Windows\System directory.
7. Locate and double-click the file EXE file to run it.
8. Restart your computer.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

Resolving Conflicts in Windows 95/98/98 SE/Me

To resolve conflicts in Windows 95/98/98 SE/Me, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Right-click the **My Computer** icon on your Windows 95/98/98 SE/Me desktop.
2. Click **Properties** from the pull-down menu.
   The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
   A list of system devices is displayed.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button.
   The **Properties** dialog box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it.
   If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 95/98/98 SE/Me to reassign resources to your modem and/or the conflicting peripheral device.

Resolving Conflicts in Windows 2000/XP

To run Device Manager:
1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Click the name of your modem. A menu appears.
7. Click the **Properties** option.
8. Click the **Resources** tab.
9. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
10. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/ or the conflicting peripheral device.

Problems with installing Creative drivers

A Hardware Installation error message appears on a Windows XP operating system when a driver is being installed.

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.
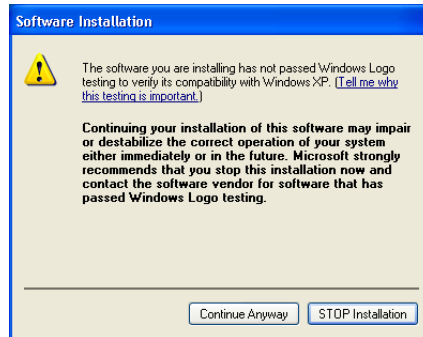
You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver on Windows XP, and it does not impair or destablize your computer.

If you need more XP-related information, go to the product web site's Help or speak with Creative Technical Support staff.

Service and Warranty Information

C
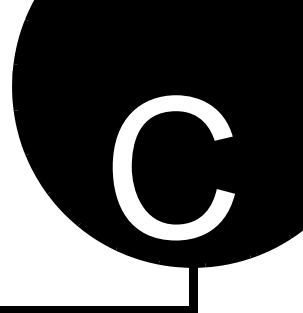
Visit our online help website for help with installation, answers to frequently asked questions, or troubleshooting tips. Our website hold a wealth of information as well as up-to-the-minute software and driver upgrades.

www.americas.creative.com/support

Product Return

To return a Creative product for a factory service, contact the Creative Technical Support office. Once the staff has verified the product is defective, you will be given a Return Merchandise Authorization (RMA) number.

NOTE: Retain your purchase receipt, as well as all packaging and contents, until all product components are functioning to your satisfaction. They are required in the unlikely event you need to return the product to Creative.

When returning a product for factory service:

❑ Shipment to Creative is at your expense and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value.

❑ Place the RMA number on the outside of the package.

❑ Use proper materials for packing the product for shipment.

❑ For free repair or replacement, you must include a copy of a dated proof of purchase (store receipt), proving that the product is still under Warranty

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.

Tech Support

BEFORE YOU CONTACT US
Please fill out the following information and be seated at your computer.

- Model #: _____Serial # _____(both found on the back of the device)
- Error message on the screen and how it came about:
  _____
  _____
  _____

- Information on the adapter card that conflicts with the product (if applicable):
  _____
  _____
  _____

- Hardware configuration information: _____
- IRQ line: (if applicable): _____
- DMA channel used (if applicable): _____
- Computer type and speed: _____
- Type and version of your operating system; Windows 95/98/Me/NT/2000/XP: _____

For comments or questions regarding our technical support, you can also contact us at the following address: Creative Labs, Inc., Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075.

If after consulting our online help, you still have an installation question on a Creative product, you may contact us by the following numbers (please have your system hardware and operating system configuration information and Creative product model and serial numbers available for the call): Telephone (405) 742-6622

Warranty Information

CREATIVE ("the manufacturer") warrants that equipment furnished will be free from defects in material and workmanship for a period of one (1) year from the confirmed date of purchase of the product new from the retail location. Upon written notice of any such defect, the manufacturer will, at its option, repair or replace the defective item under the terms of this warranty, subject to the provisions and specific exclusions listed herein.

This warranty shall not apply to equipment that has been previously repaired or altered outside our plant in any way. Nor will it apply if the equipment has been used in a manner exceeding its specifications or if the serial number has been removed.

We do not assume any liability for consequential damages as a result from our products use, and in any event our liability shall not exceed the original selling price of the equipment.

The equipment warranty of Creative Technology Ltd., shall constitute the sole and exclusive remedy of any buyer of the manufacturer's equipment and the sole and exclusive liability of the manufacturer, its successors or assignees, in connection with equipment purchase and in lieu of all other warranties expressed, implied or statutory, including, but not limited to, any implied warranty of merchantability or fitness and all other obligations or liabilities of the manufacturer, its successors or assignees.

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